

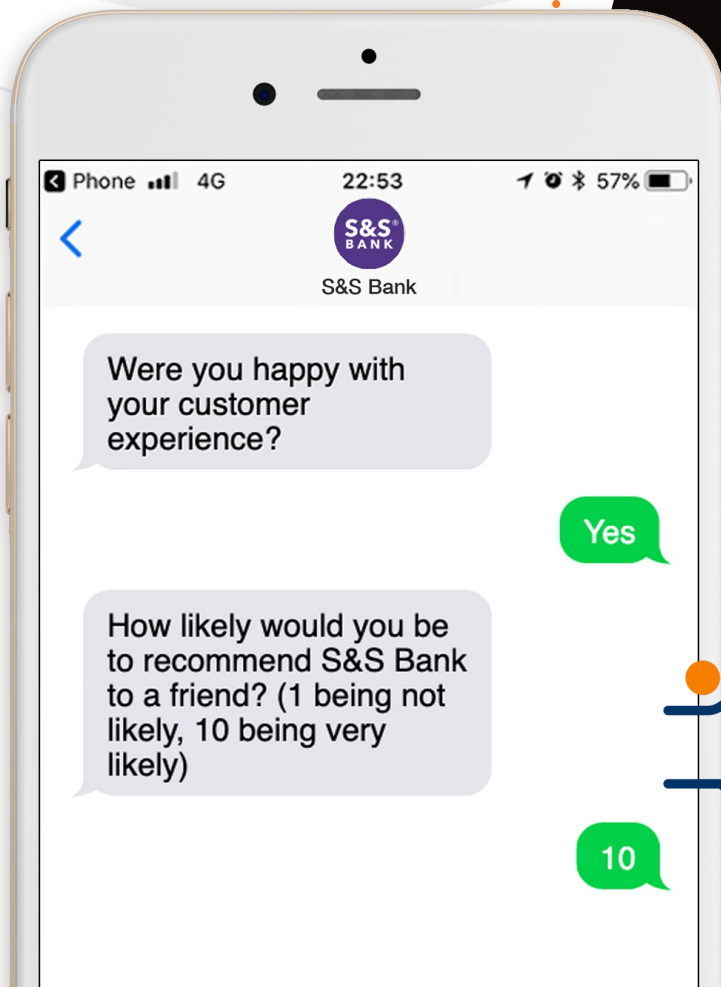
CONCENTRIX[™]CX

VOC Essentials for Messaging

Feedback in the moment.

More and more, customers are turning to messaging to interact with the brands they love.

VOC Essentials for Messaging empowers companies to instantly trigger feedback mechanisms after conversations in popular messaging apps.



Key Features

CAPTURE FEEDBACK IN THE MOMENT.

Using our Connect API, surveys are immediately triggered after conversations inside popular messaging channels such as WhatsApp, Facebook Messenger, SMS, and more.

MEASURE WHAT MATTERS.

Best practice survey templates ensure you're getting feedback on the areas that matter most to customers and have the biggest impact on your brand.

UNCOVER ISSUES IN REAL TIME.

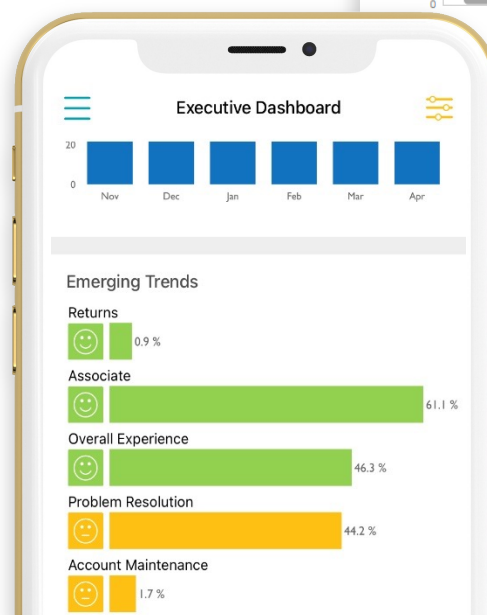
Trigger alerts on negative feedback and give your team the tools needed to re-engage with unhappy customers and make experiences better.

IMPROVE THROUGH INSIGHTS.

Powered by AI and Text Analytics, ConcentrixCX delivers post-conversation insights that guide your company's brand, product and service strategy.

Meet CONCENTRIXCX

Customer feedback is instantly analyzed in ConcentrixCX, an enterprise grade platform with the power to combine data from multiple feedback channels and deliver a single view of the experience.





Is there anything else I
can help you with today?

Nope, that's all I needed.

Great, thank you and
enjoy the rest of your day!

CONCENTRIXCX

**Don't just measure experiences,
transform them.**

Contact us today!

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